

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	2	("20020111811").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/12 13:41
S1	1207	704/275.ccls. or 706/925.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/17 12:39
S2	897	S1 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/17 12:41
S3	20	S2 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/17 12:42
S4	6525	"call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/17 12:42
S5	233	S4 and ("704"/\$.ccls. or "706"/\$.ccls.)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/17 12:43
S6	89	S5 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 07:15
S7	1852	"intelligent agent" or "personal agent" or knowbot or droid	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 07:16
S8	916	S7 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 07:20
S9	705	S8 and (customer or client or person)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 07:18

S10	30	S9 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 07:18
S11	77	S8 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:12
S13	845	704/275.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:17
S14	2	S13 and crm	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:16
S15	2	S13 and CRM	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:16
S16	1	S13 and "customer relations"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:17
S17	363	S13 and automat\$4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:17
S18	134	S13 and automated	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:20
S19	121	S13 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:52
S20	52	706/925.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 09:52

S21	37	(US-20020032591-\$).did. or (US-6782391-\$ or US-6633859-\$ or US-6505183-\$ or US-6493695-\$ or US-6701322-\$ or US-6701311-\$ or US-6697824-\$ or US-4785408-\$ or US-5325421-\$ or US-5479488-\$ or US-5724406-\$ or US-5335276-\$ or US-5357596-\$ or US-5553119-\$ or US-5577165-\$ or US-6058366-\$ or US-6108632-\$ or US-6377927-\$ or US-6385584-\$ or US-6408272-\$ or US-6418199-\$ or US-6584180-\$ or US-6601029-\$ or US-6636590-\$ or US-6640210-\$ or US-6665644-\$). did. or (US-6757362-\$ or US-4866634-\$ or US-4984174-\$ or US-5006998-\$ or US-5225978-\$ or US-5481647-\$ or US-5555346-\$ or US-6092048-\$ or US-6247005-\$). did. or (EP-543329-\$).did.	US-PGPUB; USPAT; EPO	OR	ON	2005/02/18 09:59
S22	8	S21 and 706/925.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:39
S23	0	("327363.ap.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/18 10:39
S24	0	("6327363.ap.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/18 10:40
S25	2	("6327363").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/18 10:43
S26	54048	"379"/\$.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:43
S27	54048	("379"/\$).ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:44

S28	7651	S27 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:42
S29	1909	S28 and automated	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:46
S30	1830	S29 and call	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:46
S31	1830	S30 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:46
S32	518	S31 and (utterance or conversation)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 10:47
S33	0	("6327363.pn.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/18 11:43
S34	0	("6327363.PN.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/18 11:43
S35	2	"6327363".PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:44
S36	0	379/265.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:50
S37	0	"704"".""275".ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:51

S38	1148	704/275.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:51
S39	0	379/265.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:52
S40	0	379/266.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 11:52
S41	348	379/309.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 12:13
S42	235	379/91.01.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 12:20
S43	95	379/93.03.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 12:29
S44	0	379/113.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 12:30
S45	0	379/114.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/18 12:30
S46	12	"6301258"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/21 10:04
S47	14	"6360271"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 05:32

S48	2	"20030026275"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 05:32
S49	809	(ivr or vir) and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:14
S50	809	S49 and ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:16
S51	6	S50 and "virtual agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:25
S52	336	S49 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:16
S53	3	S52 and "virtual agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:16
S54	282	(virtual or automat\$4) same "service agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:26
S55	162	(virtual or automat\$4) with "service agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:26
S56	89	S55 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:51

S57	89	(US-20020126678-\$ or US-20020072921-\$ or US-20020061092-\$ or US-20020004753-\$ or US-20010055375-\$ or US-20010046278-\$ or US-20010040892-\$).did. or (US-6819759-\$ or US-6801533-\$ or US-6785372-\$ or US-6760309-\$ or US-6748095-\$ or US-6724736-\$ or US-6704410-\$ or US-6700972-\$ or US-6697465-\$ or US-6684196-\$ or US-6665644-\$ or US-6647111-\$ or US-6625581-\$ or US-6563921-\$ or US-6563788-\$ or US-6556671-\$ or US-6549932-\$ or US-6496567-\$ or US-6493353-\$ or US-6480710-\$ or US-6477434-\$ or US-6460070-\$ or US-6453038-\$ or US-6449260-\$ or US-6434527-\$ or US-6427002-\$). did. or (US-6418205-\$ or US-6411697-\$ or US-6392537-\$ or US-6389126-\$ or US-6366658-\$ or US-6363411-\$ or US-6359881-\$ or US-6356794-\$ or US-6304870-\$ or US-6263066-\$ or US-6222843-\$ or US-6163536-\$ or US-6157829-\$ or US-6122364-\$ or US-6102969-\$ or US-6085238-\$ or US-6085186-\$ or US-6069941-\$ or US-6067477-\$ or US-6044403-\$ or US-6044146-\$ or US-6041130-\$ or US-6018579-\$ or US-5974135-\$ or US-5905776-\$ or US-5903877-\$ or US-5896445-\$). did. or (US-5862211-\$ or US-5841854-\$ or US-5826085-\$ or US-5764750-\$ or US-5754634-\$ or US-5717747-\$ or US-5590187-\$ or US-5546454-\$ or US-5539818-\$ or US-5524147-\$ or US-5517560-\$ or US-5469503-\$ or US-6327363-\$ or US-5987116-\$).did. or (WO-9939276-\$).did. or (JP-2002109361-\$ or JP-2001229271-\$ or JP-2000032146-\$).did. or (JP-2002150019-\$ or JP-2002140546-\$ or US-20020038240-\$ or JP-2001325542-\$ or WO-200161580-\$ or KR-2000072106-\$ or US-6018579-\$ or WO-9825418-\$ or US-5987115-\$ or KR-97056631-\$ or US-5335268-\$).did.	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2005/02/22 10:38
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S60	3156747	automatic virtual agent	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:52
S61	0	"automatic virtual agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:52
S62	186	"virtual agent"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:52
S63	2166789	"virtual agent" with call center	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:53
S64	7	"virtual agent" with "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 10:53
S65	4	((("6493695") or ("6327363"))).PN. or (2002/0032591).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/22 10:59
S66	4	((("6493695") or ("6327363"))).PN. or (2002/0032591).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/22 10:59
S67	12	("5987118" "6160874").PN. OR ("6327363").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/22 11:05
S68	12	("4656624" "4726056" "5097528" "5164981" "5392402" "5487107" "5590181" "5854837" "5987118" "6188761" "6327363").PN. OR ("6430285"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/22 11:31
S69	2	("6327363").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/22 11:33

S70	2	("20020032591").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/22 11:36
S71	1815	705/8-9.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:37
S72	922	S71 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:37
S73	417	S72 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:37
S74	284	S73 and automat\$4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:38
S75	35	S74 and artificial	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:46
S76	45	"knowledge base" with conversation	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 11:47
S77	7	S76 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 12:17
S78	1322	705/8.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/22 12:17
S79	732	S78 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 07:30

S80	361	705/9.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 12:22
S81	0	(2002/0064158).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/23 10:14
S82	2	("20020064158").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/23 10:15
S83	592	706/45.ccls. and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:22
S84	2907	customer and help and conversation	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:22
S85	2245	customer and help and conversation and database	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:26
S86	1038	S85 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:23
S87	930	"customer service" and help and conversation and database	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:26
S88	930	"customer service" and help and conversation and database	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:26
S89	445	S88 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:29

S90	8214	automat\$4 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:29
S91	1308	S90 and conversation\$1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:30
S92	748	S91 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/23 13:31
S93	658	S92 and (support or help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 05:03
S94	1314	conversation same analy\$4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 05:04
S95	763	S94 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 05:05
S96	424	S95 and call	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 05:05
S97	20	(US-20010010714-\$ or US-20030191627-\$).did. or (US-6697165-\$ or US-6724887-\$ or US-6721416-\$ or US-5818907-\$ or US-4623761-\$ or US-6584180-\$ or US-6374102-\$ or US-6772109-\$ or US-6496799-\$ or US-6665644-\$ or US-5715468-\$ or US-5930764-\$ or US-5195031-\$ or US-6029156-\$ or US-5212821-\$ or US-6587846-\$ or US-6601055-\$ or US-5632007-\$). did.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:34
S98	0	379/265.ccls. and @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 06:31
S99	0	379/265.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:31

S10 0	56168	"370"/\$.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:32
S10 1	0	379/265.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:33
S10 2	13068	"704"/\$.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:33
S10 3	0	379/265.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:34
S10 4	73	379/265.03.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 06:35
S10 5	622	"help desk" and support and automated	US-PGPUB; USPAT	OR	ON	2005/02/24 06:50
S10 6	3242565	S105 @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 06:49
S10 7	262	S105 and @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 06:49
S10 8	852	"help desk" and support and customer	US-PGPUB; USPAT	OR	ON	2005/02/24 06:51
S10 9	337	S108 and @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 06:50
S11 0	212	"help desk" and support and customer and "call center"	US-PGPUB; USPAT	OR	ON	2005/02/24 06:52
S11 1	19	(US-20010024497-\$ or US-20020133328-\$ or US-20030078782-\$ or US-20040083092-\$ or US-20010047270-\$ or US-20020133392-\$ or US-20020022986-\$ or US-20040139156-\$ or US-20040003041-\$).did. or (US-6542601-\$ or US-6327363-\$ or US-5621789-\$ or US-6449588-\$ or US-6070142-\$ or US-6477531-\$ or US-6701322-\$ or US-6542898-\$ or US-6615240-\$ or US-6658598-\$). did.	US-PGPUB; USPAT	OR	ON	2005/02/24 10:34
S11 2	454	conversation\$1 with database	US-PGPUB; USPAT	OR	ON	2005/02/24 07:48
S11 3	251	S112 and customer	US-PGPUB; USPAT	OR	ON	2005/02/24 07:48

S11 4	19	(US-20040136503-\$ or US-20030223552-\$ or US-20040258218-\$ or US-20040162724-\$ or US-20020111811-\$ or US-20040083092-\$ or US-20030163537-\$ or US-20030126233-\$ or US-20020133571-\$ or US-20010025309-\$ or US-20050044238-\$ or US-20040027366-\$).did. or (US-6724887-\$ or US-5982857-\$ or US-5930764-\$ or US-6519571-\$ or US-6334110-\$ or US-6332154-\$ or US-6381640-\$).did.	US-PGPUB; USPAT	OR	ON	2005/02/25 05:59
S11 7	1244	706/45-47.ccls.	US-PGPUB; USPAT	OR	ON	2005/02/24 09:16
S11 8	937	S117 and @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 09:16
S11 9	247	S118 and customer	US-PGPUB; USPAT	OR	ON	2005/02/24 09:48
S12 0	13411	(troubleshoot or resolve or solve) and customer and (problem or dispute or question) and (resolution or solution)	US-PGPUB; USPAT	OR	ON	2005/02/24 09:49
S12 1	6546	S120 and @ad<"20010215"	US-PGPUB; USPAT	OR	ON	2005/02/24 09:49
S12 2	2094	S121 and automated	US-PGPUB; USPAT	OR	ON	2005/02/24 09:51
S12 3	3581	S121 and call	US-PGPUB; USPAT	OR	ON	2005/02/24 09:50
S12 4	871	S123 and (characterize or categorize or classify)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 09:52
S12 5	20	S124 and ("customer care") and satisfaction	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/24 09:53
S12 6	95	automated and helpdesk	US-PGPUB; USPAT	OR	ON	2005/02/24 11:32

S12 7	10	(US-20020188451-\$ or US-20030078782-\$ or US-20030050908-\$ or US-20020198862-\$ or US-20040186830-\$ or US-20030172133-\$ or US-20020174380-\$ or US-20020138786-\$).did. or (US-6804670-\$ or US-6785834-\$). did.	US-PGPUB; USPAT	OR	ON	2005/02/24 11:10
S12 8	4549	automated with solution\$1	US-PGPUB; USPAT	OR	ON	2005/02/24 11:33
S12 9	693	S128 and customer	US-PGPUB; USPAT	OR	ON	2005/02/24 11:33
S13 0	319	"automated solution"	US-PGPUB; USPAT	OR	ON	2005/02/24 11:34
S13 2	15	("20020023144" "20030217052" "5141439" "5423038" "5485601" "5842221" "5974412" "6018736" "6024571" "6028601" "6137911" "6253169" "6584464" "6618725" "6665640").PN. OR ("6804670"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 11:51
S13 3	11565	automated and (customer with service)	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 11:52
S13 4	4984	S133 and @ad<"20010215"	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 11:52
S13 5	45	"automated customer service"	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 11:52
S13 6	9	(US-20050041796-\$ or US-20020111811-\$ or US-20040133434-\$ or US-20020022969-\$ or US-20010047270-\$ or US-20020133392-\$ or US-20040153356-\$).did. or (US-6327363-\$ or US-5895466-\$). did.	US-PGPUB; USPAT	OR	ON	2005/02/24 12:12
S13 7	17	("4688195" "5115390" "5197005" "5265065" "5282265" "5331554" "5337103" "5386556" "5442780" "5454106" "5627940" "5696962").PN. OR ("5895466").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 12:34

S13 8	2	("5895466").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/24 12:35
S13 9	17	("4688195" "5115390" "5197005" "5265065" "5282265" "5331554" "5337103" "5386556" "5442780" "5454106" "5627940" "5696962").PN. OR ("5895466").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:33
S14 0	0	7074-6.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:33
S14 1	3783	707/4-6.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:33
S14 2	7564	(707/4-6,10).ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:34
S14 3	2092	S142 and customer	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:44
S14 4	1317	395/200.31 or 395/200.43	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:44
S14 5	0	(395/200.31).ccls. or (395/200.43). ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:45
S14 6	0	395/200.31.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:45
S14 7	0	395/200.43.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:45
S14 8	0	395/200.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:45
S14 9	797	704/9.ccls.	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/24 13:46
S15 0	88	704/9.ccls. and customer	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/25 05:12
S15 1	7297	(utterance or conversation) and customer	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/25 05:13
S15 2	6681	S151 and service	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/25 05:13

S15 3	1736	S151 and "customer service"	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/25 05:13
S15 4	450	S153 and "call center"	US-PGPUB; USPAT; USOCR	OR	ON	2005/02/25 05:13
S15 5	38	(US-20030053615-\$ or US-20040008828-\$ or US-20020133328-\$ or US-20040162724-\$ or US-20020111811-\$ or US-20030154072-\$ or US-20040249650-\$ or US-20020010591-\$ or US-20010044729-\$ or US-20020188497-\$ or US-20020133392-\$ or US-20020046086-\$ or US-20020032591-\$ or US-20030126136-\$ or US-20020133502-\$ or US-20010049688-\$ or US-20010025309-\$ or US-20050044232-\$ or US-20020091832-\$).did. or (US-6823054-\$ or US-6647111-\$ or US-6724887-\$ or US-5621789-\$ or US-6829350-\$ or US-5818907-\$ or US-6249570-\$ or US-5592538-\$ or US-6535743-\$ or US-6449588-\$ or US-6629071-\$ or US-6643622-\$ or US-6519571-\$ or US-6523010-\$ or US-6223165-\$ or US-6701322-\$ or US-6332154-\$ or US-6381640-\$ or US-6058435-\$).did.	US-PGPUB; USPAT	OR	ON	2005/02/25 05:58
S15 6	7468	previous and (utterance or conversation) and response	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:01
S15 7	8519	previous and (utterance or conversation) and response	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:01
S15 8	3162	S157 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:01

S15 9	1457	S158 and automated	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:01
S16 0	1372	S159 and call	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:01
S16 1	712	S160 and @ad<"20010215"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:02
S16 2	336	S161 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:03
S16 3	0	recall with "previous response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:04
S16 4	0	recall with "previous solution"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:04
S16 5	2036	recall with (solution or response or utterance or conversation)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:06
S16 6	53	S165 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 06:06
S16 7	1	"6094476".PN.	USPAT; USOCR	OR	ON	2005/02/25 06:10
S16 8	19002	previous with solution	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 08:43
S16 9	2615	"previous solution"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 08:43

S17 0	20	S169 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 09:12
S17 1	45	"automated assistant"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 09:12
S17 2	46	"pre-recorded response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 10:45
S17 3	6	(US-20030007625-\$ or US-20030008638-\$ or US-20030158612-\$ or US-20040225640-\$).did. or (US-6024699-\$).did. or (JP-10336313-\$).did.	US-PGPUB; USPAT; DERWENT	OR	ON	2005/02/25 11:00
S17 4	2	("20020198862").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 12:26
S17 5	2	("6327363").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 12:48
S17 6	2	("20020198862").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:21
S17 7	0	(Pct/ep01/06213.PCT.).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:22
S17 8	1	Pct/ep01/06213.PCT.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:23
S17 9	0	("60269032").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:24

S18 0	0	(60/269032).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:24
S18 1	1	60/269032	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:31
S18 2	0	(60/269032).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:31
S18 3	0	("60269032").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/25 13:40
S18 4	7285	(707/1,104.1).ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:42
S18 5	3760	(707/1).ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:43
S18 6	982	S185 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:43
S18 7	477	S186 and previous	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:43
S18 8	260	S187 and help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:43
S18 9	982	S186 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:44

S19 0	750	S189 and service	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:44
S19 2	0	S185 and "cusotmer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:45
S19 4	55	(US-20020032591-\$ or US-20020133328-\$ or US-20030078782-\$ or US-20020133392-\$ or US-20010024497-\$ or US-20040083092-\$ or US-20040139156-\$ or US-20040003041-\$ or US-20020022986-\$ or US-20010047270-\$).did. or (US-6640210-\$ or US-5335276-\$ or US-4984174-\$ or US-6601029-\$ or US-5555346-\$ or US-6408272-\$ or US-6058366-\$ or US-5357596-\$ or US-5724406-\$ or US-6757362-\$ or US-6247005-\$ or US-6493695-\$ or US-6385584-\$ or US-5577165-\$ or US-6636590-\$ or US-6092048-\$ or US-6633859-\$ or US-6697824-\$ or US-6418199-\$ or US-5325421-\$ or US-6701322-\$ or US-5006998-\$ or US-5225978-\$ or US-4785408-\$ or US-5553119-\$ or US-6377927-\$). did. or (US-5479488-\$ or US-6701311-\$ or US-6108632-\$ or US-6782391-\$ or US-6505183-\$ or US-5481647-\$ or US-4866634-\$ or US-6665644-\$ or US-6584180-\$ or US-5621789-\$ or US-6449588-\$ or US-6327363-\$ or US-6070142-\$ or US-6542601-\$ or US-6477531-\$ or US-6658598-\$ or US-6542898-\$ or US-6615240-\$).did. or (EP-543329-\$).did.	US-PGPUB; USPAT; EPO	OR	ON	2005/02/25 13:47

Art Unit: 2654

Google seach:

Automated customer service

Interactive voice response and call center

Previous or before or prior recorded conversation dialogue

S19 5	55	(US-20020032591-\$ or US-20020133328-\$ or US-20030078782-\$ or US-20020133392-\$ or US-20010024497-\$ or US-20040083092-\$ or US-20040139156-\$ or US-20040003041-\$ or US-20020022986-\$ or US-20010047270-\$).did. or (US-6640210-\$ or US-5335276-\$ or US-4984174-\$ or US-6601029-\$ or US-5555346-\$ or US-6408272-\$ or US-6058366-\$ or US-5357596-\$ or US-5724406-\$ or US-6757362-\$ or US-6247005-\$ or US-6493695-\$ or US-6385584-\$ or US-5577165-\$ or US-6636590-\$ or US-6092048-\$ or US-6633859-\$ or US-6697824-\$ or US-6418199-\$ or US-5325421-\$ or US-6701322-\$ or US-5006998-\$ or US-5225978-\$ or US-4785408-\$ or US-5553119-\$ or US-6377927-\$). did. or (US-5479488-\$ or US-6701311-\$ or US-6108632-\$ or US-6782391-\$ or US-6505183-\$ or US-5481647-\$ or US-4866634-\$ or US-6665644-\$ or US-6584180-\$ or US-5621789-\$ or US-6449588-\$ or US-6327363-\$ or US-6070142-\$ or US-6542601-\$ or US-6477531-\$ or US-6658598-\$ or US-6542898-\$ or US-6615240-\$).did. or (EP-543329-\$).did.	US-PGPUB; USPAT; EPO	OR	ON	2005/02/25 13:48
S19 6	19	(US-20020111811-\$ or US-20040162724-\$ or US-20010025309-\$ or US-20040258218-\$ or US-20050044238-\$ or US-20040136503-\$ or US-20030126233-\$ or US-20020133571-\$ or US-20040083092-\$ or US-20040027366-\$ or US-20030223552-\$ or US-20030163537-\$).did. or (US-6332154-\$ or US-6724887-\$ or US-5982857-\$ or US-6381640-\$ or US-6334110-\$ or US-6519571-\$ or US-5930764-\$).did.	US-PGPUB; USPAT	OR	ON	2005/02/25 13:49

S19 7	38	(US-20020111811-\$ or US-20040162724-\$ or US-20020133328-\$ or US-20020133502-\$ or US-20010025309-\$ or US-20020091832-\$ or US-20020010591-\$ or US-20030154072-\$ or US-20020046086-\$ or US-20030126136-\$ or US-20010044729-\$ or US-20010049688-\$ or US-20020133392-\$ or US-20040249650-\$ or US-20020032591-\$ or US-20040008828-\$ or US-20030053615-\$ or US-20020188497-\$ or US-20050044232-\$).did. or (US-6523010-\$ or US-5621789-\$ or US-6629071-\$ or US-6449588-\$ or US-6332154-\$ or US-5592538-\$ or US-6829350-\$ or US-5818907-\$ or US-6724887-\$ or US-6701322-\$ or US-6535743-\$ or US-6249570-\$ or US-6647111-\$ or US-6058435-\$ or US-6381640-\$ or US-6223165-\$ or US-6643622-\$ or US-6519571-\$ or US-6823054-\$).did.	US-PGPUB; USPAT	OR	ON	2005/02/25 13:49
S19 8	98	(S195 or S196 or S197)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:49
S19 9	0	S198 and 707/1.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:50
S20 0	4	S198 and 707/104.1.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:53
S20 1	294	707/1.ccls. and 707/104.1.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:54
S20 2	77	S201 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/25 13:56

S20 3	16	S202 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 09:37
S20 4	3760	707/1.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 09:37
S20 5	982	S204 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 09:38
S20 6	982	S204 and customer\$1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:06
S20 7	17	already and "standard response" same available	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 09:43
S20 8	17	already and ("standard response" same available)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 09:43
S20 9	22193	database with responses	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 10:55
S21 0	8683	S209 and customers	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 10:55
S21 1	1162	"response database"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 10:55
S21 2	474	S211 and customer\$1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 12:01

S21 4	79496	"379"/\$.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:07
S21 5	2	("20020164004").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/26 14:07
S21 6	2	("20010053977").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/26 14:08
S21 7	2	("20040117189").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/26 14:10
S21 8	79496	("379"/\$.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:11
S21 9	0	379/93.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:11
S22 0	6401	379/93.\$.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:11
S22 1	277	379/93.12.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/26 14:12
S22 2	196	S221 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:37
S22 3	53	"automated call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:54

S22 4	1802	inquiry and resolution and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:54
S22 5	1430	S224 and (automated or automatic)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:55
S22 6	207	S225 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:56
S22 7	1660	S224 and response	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 07:56
S22 8	360	S224 and (response with stored)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 09:32
S22 9	146	resolve with customer with (complaints or disputes or queries)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 08:11
S23 0	100	S229 and automated	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/27 08:11
S23 1	2	("20010049688").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/02/27 09:41
S23 2	1	S231 and customer and response	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/28 08:56
S23 3	755	"automated response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/28 08:56

S23 4	401	S233 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/02/28 08:56
S23 5	38	(US-20020141561-\$ or US-20030007625-\$ or US-20020101978-\$ or US-20020037073-\$ or US-20020046030-\$ or US-20020107712-\$ or US-20030088522-\$ or US-20020083025-\$ or US-20030204485-\$ or US-20020010705-\$ or US-20010049688-\$ or US-20040019638-\$ or US-20030028782-\$).did. or (US-6606304-\$ or US-6823054-\$ or US-6317492-\$ or US-6188761-\$ or US-6587558-\$ or US-6373939-\$ or US-6122345-\$ or US-6665379-\$ or US-6442247-\$ or US-5703935-\$ or US-6697460-\$ or US-6314167-\$ or US-5912952-\$ or US-6643622-\$ or US-6385584-\$ or US-6519571-\$ or US-5991737-\$ or US-6760722-\$ or US-6567805-\$ or US-6546387-\$ or US-6278996-\$ or US-6842877-\$ or US-6346952-\$).did. or (WO-9750235-\$).did. or (WO-9921347-\$).did.	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2005/02/28 10:01
S23 6	38	S235 and "automated response"	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2005/02/28 10:01
S23 7	17	(US-20020037073-\$ or US-20020046030-\$ or US-20020083025-\$ or US-20020010705-\$ or US-20010049688-\$).did. or (US-6188761-\$ or US-6373939-\$ or US-6697460-\$ or US-6314167-\$ or US-5912952-\$ or US-6643622-\$ or US-6385584-\$ or US-6519571-\$ or US-6760722-\$ or US-6567805-\$ or US-6278996-\$ or US-6842877-\$). did.	US-PGPUB; USPAT	OR	ON	2005/02/28 11:33
S25 9	0	("9594083.pn.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/01 08:08

S26 0	0	"9594083".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 08:32
S26 2	31	("4918621" "5034898" "5309359" "5404295" "5553226" "5555408" "5568640" "5594837" "5600831" "5625767" "5628009" "5630125" "5644740" "5655116" "5659725" "5724571" "5768578" "5787417" "5794050" "5809499" "5819258" "5845270" "5878423" "5991756" "6169986" "6233575" "6256627" "6282538" "6297824" "6301579" "6314420").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/03/01 08:46
S26 3	17	(US-20020037073-\$ or US-20020083025-\$ or US-20020046030-\$ or US-20010049688-\$ or US-20020010705-\$).did. or (US-6385584-\$ or US-6278996-\$ or US-6643622-\$ or US-6842877-\$ or US-6373939-\$ or US-6314167-\$ or US-6188761-\$ or US-5912952-\$ or US-6519571-\$ or US-6760722-\$ or US-6697460-\$ or US-6567805-\$). did.	US-PGPUB; USPAT	OR	ON	2005/03/01 11:58

S26 8	205	(US-20010010714-\$ or US-20010018662-\$ or US-20010024497-\$ or US-20010044729-\$ or US-20010047270-\$ or US-20010049688-\$ or US-20010053977-\$ or US-20010054064-\$ or US-20020007356-\$ or US-20020010591-\$ or US-20020010705-\$ or US-20020022986-\$ or US-20020032591-\$ or US-20020037073-\$ or US-20020046030-\$ or US-20020046078-\$ or US-20020046086-\$ or US-20020083025-\$ or US-20020091832-\$ or US-20020099679-\$ or US-20020111811-\$ or US-20020116346-\$ or US-20020133392-\$ or US-20020133502-\$ or US-20020138786-\$ or US-20020142841-\$).did. or (US-20020156849-\$ or US-20020164004-\$ or US-20020174182-\$ or US-20020174380-\$ or US-20020188451-\$ or US-20020188497-\$ or US-20020198862-\$ or US-20030008638-\$ or US-20030009448-\$ or US-20030050908-\$ or US-20030053615-\$ or US-20030126136-\$ or US-20030126233-\$ or US-20030154072-\$ or US-20030163537-\$ or US-20030191627-\$ or US-20030212558-\$ or US-20030215066-\$ or US-20030215067-\$ or US-20030217109-\$ or US-20030225786-\$ or US-20040001086-\$ or US-20040008828-\$ or US-20040027366-\$ or US-20040078328-\$ or US-20040083092-\$ or US-20040117189-\$).did. or (US-20040117383-\$ or US-20040133434-\$ or US-20040136503-\$ or US-20040139156-\$ or US-20040153356-\$ or US-20040166830-\$ or US-20040205065-\$ or US-20040249650-\$ or	US-PGPUB; USPAT; DERWENT	OR	ON	2005/03/01 12:00
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S26 9	18	S268 and ((check or verify) same correct)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:10
S27 1	2	S268 and (supervisor same approval)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:12
S27 3	214	supervisor with approval	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:12
S27 4	28	(US-20020103562-\$ or US-20050027536-\$ or US-20020111811-\$ or US-20020062230-\$ or US-20030177051-\$ or US-20030101086-\$ or US-20050021523-\$ or US-20030236796-\$ or US-20020049767-\$ or US-20020095576-\$ or US-20050010807-\$ or US-20040243824-\$ or US-20040177271-\$ or US-20030115544-\$ or US-20040039990-\$ or US-20040003353-\$ or US-20040216084-\$ or US-20040133876-\$).did. or (US-6681198-\$ or US-6104995-\$ or US-6343275-\$ or US-5884284-\$ or US-5696906-\$ or US-6115690-\$ or US-5991733-\$ or US-6035399-\$). did. or (TW-567428-\$ or KR-2003025452-\$).did.	US-PGPUB; USPAT; DERWENT	OR	ON	2005/03/01 12:29
S27 6	239	"call center" and supervisor and (verify or approv\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:52
S28 4	33	"call center" and supervisor same (verify or approv\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:52
S28 5	33	"call center" and (supervisor same (verify or approv\$3))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/01 12:52

S28 6	2	("6377944").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 05:54
S28 7	1861	"intelligent agent" or "personal agent" or knowbot or droid	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 10:43
S28 8	66	S287 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 05:56
S28 9	62	S288 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 05:56
S29 0	23	(US-20040032862-\$ or US-20040141508-\$ or US-20030231647-\$ or US-20020076031-\$ or US-20040203660-\$ or US-20030177017-\$ or US-20020049603-\$ or US-20020188497-\$ or US-20030126136-\$ or US-20020073080-\$ or US-20030115257-\$ or US-20020112021-\$ or US-20020073236-\$ or US-20040111709-\$).did. or (US-6493446-\$ or US-6266400-\$ or US-6519530-\$ or US-6651045-\$ or US-6721747-\$ or US-6701322-\$ or US-6321221-\$ or US-6412012-\$ or US-6850252-\$).did.	US-PGPUB; USPAT	OR	ON	2005/03/02 06:03
S29 1	23	S290 and ("intelligent agent" or "personal agent" or knowbot or droid)	US-PGPUB; USPAT	OR	ON	2005/03/02 06:03
S29 2	23	S291 and "call center"	US-PGPUB; USPAT	OR	ON	2005/03/02 06:04
S29 3	23	S292 and customer	US-PGPUB; USPAT	OR	ON	2005/03/02 06:04

S29 4	23	(US-20040032862-\$ or US-20040141508-\$ or US-20030231647-\$ or US-20020076031-\$ or US-20040203660-\$ or US-20030177017-\$ or US-20020049603-\$ or US-20020188497-\$ or US-20030126136-\$ or US-20020073080-\$ or US-20030115257-\$ or US-20020112021-\$ or US-20020073236-\$ or US-20040111709-\$).did. or (US-6493446-\$ or US-6266400-\$ or US-6519530-\$ or US-6651045-\$ or US-6721747-\$ or US-6701322-\$ or US-6321221-\$ or US-6412012-\$ or US-6850252-\$).did.	US-PGPUB; USPAT	OR	ON	2005/03/02 07:16
S29 5	23	(US-20040032862-\$ or US-20040141508-\$ or US-20030231647-\$ or US-20020076031-\$ or US-20040203660-\$ or US-20030177017-\$ or US-20020049603-\$ or US-20020188497-\$ or US-20030126136-\$ or US-20020073080-\$ or US-20030115257-\$ or US-20020112021-\$ or US-20020073236-\$ or US-20040111709-\$).did. or (US-6493446-\$ or US-6266400-\$ or US-6519530-\$ or US-6651045-\$ or US-6721747-\$ or US-6701322-\$ or US-6321221-\$ or US-6412012-\$ or US-6850252-\$).did.	US-PGPUB; USPAT	OR	ON	2005/03/02 07:16
S29 6	9	(US-20020076031-\$ or US-20020049603-\$ or US-20030126136-\$ or US-20020073080-\$).did. or (US-6493446-\$ or US-6266400-\$ or US-6519530-\$ or US-6651045-\$ or US-6701322-\$).did.	US-PGPUB; USPAT	OR	ON	2005/03/02 07:16
S29 7	8	(US-20020076031-\$ or US-20020049603-\$ or US-20020073080-\$).did. or (US-6493446-\$ or US-6266400-\$ or US-6519530-\$ or US-6651045-\$ or US-6701322-\$).did.	US-PGPUB; USPAT	OR	ON	2005/03/02 07:30

S29 8	293	S297 and "intelligent agent" or "personal agent" or knowbot or droid	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 07:30
S29 9	8	S297 and ("intelligent agent" or "personal agent" or knowbot or droid)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 07:30
S30 0	8	S299 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 07:30
S30 1	8	S300 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 07:57
S30 2	2	("20020111811").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 08:07
S30 3	2	("6711585").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 08:09
S30 4	0	("594083.ap.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 08:09
S30 5	0	("594083.AP.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 08:10
S30 6	0	"9".src. and "594083".AP.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 08:12
S30 7	2	("6711585").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 08:36

S308	2	("20010049688").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/02 10:31
S309	5	"6567805"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 10:31
S310	1	(US-6567805-\$).did.	USPAT	OR	ON	2005/03/02 10:41
S311	5	(US-6785651-\$ or US-6782383-\$ or US-6728702-\$ or US-6567805-\$).did. or (US-6567805-\$).did.	USPAT; DERWENT	OR	ON	2005/03/02 11:28
S312	45	"5983190"	USPAT; DERWENT	OR	ON	2005/03/02 11:28
S313	19	"6031549"	USPAT; DERWENT	OR	ON	2005/03/02 11:29
S314	4	"6052679"	USPAT; DERWENT	OR	ON	2005/03/02 11:29
S315	6	"6064968"	USPAT; DERWENT	OR	ON	2005/03/02 11:30
S316	16	"6070149"	USPAT; DERWENT	OR	ON	2005/03/02 11:30
S317	4	"2002011181"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 11:37
S318	2	"20020111811"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/02 11:37
S319	3791	"interactive voice response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:29
S320	2313	S319 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:29
S322	2	("10076963").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/08 12:31

S32 3	0	("76963.ap.").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/08 12:33
S32 4	2	("20020111811").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/08 12:37
S32 5	3791	"interactive voice response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:39
S32 6	913	S325 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:38
S32 7	412	S326 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:38
S32 8	3827	"interactive voice response" or "interactive voice service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:42
S32 9	0	S328 and "cusomter service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:42
S33 0	925	S328 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/08 12:43
S33 2	414	S330 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 10:33
S33 3	122	381/71.4.ccls.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/09 06:22

S33 4	3791	"interactive voice response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/09 06:22
S33 5	52	S334 and freeman	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/09 06:24
S33 6	2	S334 and freeman.in.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/09 06:25
S33 7	3807	"interactive voice response"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 07:40
S33 8	2325	S337 and customer	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 07:40
S34 0	3843	"interactive voice response" or "interactive voice service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 08:42
S34 1	931	S340 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 08:42
S34 3	416	S341 and "call center"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 10:33
S34 4	347	S343 and (previous or prior)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 10:33
S34 5	931	S340 and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 10:34

S34 6	60	(US-20040246822-\$ or US-20030179729-\$ or US-20030058842-\$ or US-20030002479-\$ or US-20030228007-\$ or US-20040240655-\$ or US-20030108183-\$ or US-20040174979-\$ or US-20040062380-\$ or US-20030174830-\$ or US-20020106071-\$ or US-20020090076-\$ or US-20030053615-\$ or US-20010024497-\$ or US-20050047584-\$ or US-20050041796-\$ or US-20010046278-\$ or US-20040008828-\$ or US-20050002502-\$ or US-20040162724-\$ or US-20040083099-\$ or US-20040117185-\$ or US-20040225499-\$ or US-20030212558-\$ or US-20040230438-\$ or US-20040098274-\$).did. or (US-20030177017-\$ or US-20020188497-\$ or US-20040044585-\$ or US-20020072982-\$ or US-20030074342-\$ or US-20040088300-\$ or US-20020133502-\$ or US-20010049688-\$ or US-20040254985-\$).did. or (US-6046762-\$ or US-6711156-\$ or US-6690664-\$ or US-6198739-\$ or US-6823054-\$ or US-5675637-\$ or US-6542593-\$ or US-6389126-\$ or US-5870464-\$ or US-5696809-\$ or US-6647111-\$ or US-6807274-\$ or US-6731744-\$ or US-6542601-\$ or US-6473505-\$ or US-6327363-\$ or US-6819756-\$ or US-6724887-\$ or US-6064731-\$ or US-6829350-\$ or US-6700972-\$ or US-5987116-\$ or US-6859529-\$ or US-6760727-\$). did. or (US-6823054-\$).did.	US-PGPUB; USPAT; DERWENT	OR	ON	2005/03/11 10:34
S34 7	51	S346 and (previous or prior)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 10:47

S34 8	54	S346 and (previous or prior or before)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 11:23
S34 9	52	S346 and (previous or prior or before and previously)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/11 11:24
S35 0	13	(US-20030179729-\$ or US-20050047584-\$ or US-20050041796-\$ or US-20050002502-\$ or US-20040162724-\$ or US-20040083099-\$ or US-20040117185-\$ or US-20020188497-\$ or US-20020133502-\$ or US-20010049688-\$).did. or (US-6542601-\$ or US-5987116-\$ or US-6859529-\$).did.	US-PGPUB; USPAT	OR	ON	2005/03/12 05:42
S35 1	13	(US-20030179729-\$ or US-20050047584-\$ or US-20050041796-\$ or US-20050002502-\$ or US-20040162724-\$ or US-20040083099-\$ or US-20040117185-\$ or US-20020188497-\$ or US-20020133502-\$ or US-20010049688-\$).did. or (US-6542601-\$ or US-5987116-\$ or US-6859529-\$).did.	US-PGPUB; USPAT	OR	ON	2005/03/12 05:43
S35 2	13	S351 and (prior or previous or before)	US-PGPUB; USPAT	OR	ON	2005/03/12 05:43
S35 3	13	S351 and (prior or previous or before or previously)	US-PGPUB; USPAT	OR	ON	2005/03/12 06:22
S35 4	5	(US-20040162724-\$ or US-20040083099-\$ or US-20020188497-\$ or US-20020133502-\$ or US-20010049688-\$).did.	US-PGPUB	OR	ON	2005/03/12 06:21
S35 5	5	S354 and (prior or previous or before or previously)	US-PGPUB; USPAT	OR	ON	2005/03/12 06:24
S35 6	2	(US-20020133502-\$ or US-20010049688-\$).did.	US-PGPUB	OR	ON	2005/03/12 06:24
S35 7	2	S356 and (prior or previous or before or previously)	US-PGPUB; USPAT	OR	ON	2005/03/12 07:23

S35 8	2	("6711585").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/12 07:24
S35 9	1	S358 and (previous or previously or before or prior)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/03/12 07:40
S36 0	2	("20010049688").PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/03/12 13:41